

TAX COLLECTION ASSISTANT

General Definition of Work:

Performs responsible administrative support work involving the receipt of taxes and fees and the preparation and/or maintenance of fiscal or related records; does related work as required. Work is performed under moderate supervision.

Essential Functions/Typical Tasks:

Collecting and receipting tax payments; entering data; maintaining records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Receives tax payments on frontline collections for real estate, personal property and motor vehicles in person and in the mail.
- Issues receipts and enters data into computer system.
- Checks mail payments to ensure they match amount on bill and signature; stamps check for endorsement.
- Closes and balances cash drawer daily; prints daily listing; prepares deposits.
- Ensures cash and mail payments match receipts; notes overages and underages.
- Issue mobile home moving permits.
- Assists taxpayers, attorneys, realtors, mortgage companies with questions, problems and complaints in person or by telephone.
- Prepares and processes enforced collections according to delinquent lists and projects assigned.
- Prepares a variety of forms and correspondence pertaining to the collection of funds.
- Assists with preparing and processing garnishments and bank attachments on delinquent lists.
- Researches questions using a variety of sources.
- File claims, maintain records and follow North Carolina Laws for bankruptcy proceedings.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

General knowledge of bookkeeping terminology, methods, procedures and equipment; general knowledge of standard office procedures, practices and equipment; ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to post accounts and to perform mathematical computations with speed and accuracy; skill to use a variety of office machines; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

Any combination of education and experience equivalent to graduation from high school supplemented by course work in accounting, office systems and considerable customer service experience. Cash handling experience preferred.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Completion of, or the ability to complete the Fundamentals of Listing and Assessing and the Fundamentals of Tax Collection within three years of employment. Peak season overtime required.